

Getting Started with the MTW Supplement Module

(HUD Users)

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Overview

The purpose of this document is to provide HUD staff with information about how to get started with the Housing Information Portal (HIP) MTW Supplement module, including access requests, how to login for the first time, how to navigate to the MTW Supplement module, and how to get technical assistance. While HIP is built on the Salesforce platform and you will see references to it at times, it is a custom application, so you should refer to it as HIP, not Salesforce.

It is recommend that you access this document from the [HIP Training page](#) each time to ensure you are seeing the current version. If updates are made to this document in the future, information about what was updated will be included in the document in the [Document Update Information](#) section.

System Requirements

Users **must** use a web browser other than Internet Explorer, such as Google Chrome, Microsoft Edge, or Safari, to access this system. **Internet Explorer is not supported**. If you are unsure what your default web browser is, use the instructions in the [Appendix: Checking your Default Web Browser](#).

Document Update Information

The information below will provide users with details on what has changed in this document over time. If it has been a little bit since you viewed the document, this will help you know what may have changed.

Items Updated	Date Updated
<ul style="list-style-type: none"> Updated the email address that access request go to. 	10/16/2023
<ul style="list-style-type: none"> General look of the document updated, and wording tweaked as necessary to incorporate the template being used for all HIP training materials. 	03/14/2023
<ul style="list-style-type: none"> Updated various areas of the document as needed to reflect that MTW Supplement is a module within the Housing Information Portal (HIP). 	03/02/2023
<ul style="list-style-type: none"> Corrected reference to HIP MTW Supplement module for consistency in Technical Assistance section 	02/28/2023
<ul style="list-style-type: none"> Due to the implementation of Single Sign On, updated the Setting Up Your User Account section to reflect the information that new users will receive and that they no longer have to setup a password due to Single Sign On. 	02/10/2023
<ul style="list-style-type: none"> Updated the Requesting Access to the System or Removing Users section to clarify who can have access and that a request should be submitted to remove access if a staff person is no longer a POC. Renamed the “Required Setup the First Time You Login to the System” section to “Required Setup – Navigating to the MTW Supplement Module” to better help users understand what the section is for. 	01/23/2023
<ul style="list-style-type: none"> Updated the Required Setup the First Time You Login to the System due to changes to the license HUD staff are assigned to. 	08/18/2022
<ul style="list-style-type: none"> Updated the information about the limit to how many users a field office can have access to the system 	03/09/2022 & 05/12/2022
<ul style="list-style-type: none"> Added additional information to the Technical Assistance section about contacting the REAC TAC via phone. 	02/07/2022
<ul style="list-style-type: none"> Updated the email address that access requests are to be sent to Clarified information related to requesting access 	01/20/2022
<ul style="list-style-type: none"> Updated the MTW Expansion Field Office Training and Resources SharePoint page links to reflect that OPHI’s site collection has been migrated to SharePoint Online. Added additional information that must be included in emails requesting new access. Updated the Technical Assistance section to include additional information that users should include when requesting assistance from the REAC TAC. 	12/20/2021
<ul style="list-style-type: none"> The Requesting Access section has been updated to clarify information about removing users and who should send the user access request file. 	11/30/2021

Items Updated	Date Updated
<ul style="list-style-type: none"> Clarified role of Salesforce in the introduction on page 2. 	
<ul style="list-style-type: none"> Document has been reorganized to improve the flow of the pages. The Technical Assistance section has been updated to provide some additional details on how to get assistance with the system. The Appendix: Checking your Default Web Browser section has been updated to clarify some of the information due to the recent update to HUD computers to make Microsoft Edge the default browser. 	11/16/2021

Requesting Access to the System or Removing Users

If a field office staff person needs access to the Housing Information Portal (HIP) MTW Supplement module, there are a couple of things to keep in mind.

- Due to license restrictions, there is a limit on the number of users within each field office. The Point of Contact (POC) for the MTW Expansion PHA will be allowed to have access to the system. This also ensures that only staff that will actively use the system should be designated as a user.
 - If a field office POC has a PHA that does not yet have access to the system, the POC will not see any data for that PHA until the PHA has access and creates an MTW Supplement form.
 - Access is provided to an entire field office, not just a PHA, so if a POC already has access to the system they should be able to view a newly added PHA once that PHA submits their MTW Supplement form.
- All users must agree to the HUD Rules of Behavior, which is included in the user access request document and discussed in the [Agreeing to the HUD Rules of Behavior](#) section below.
- If a user no longer needs access, the PIH Director must submit a request to remove that user. This is part of good security administration. If a user is left active in the system, they will count toward the limit of the number of users a field office can have.
 - If the POC changes for a PHA, a request to remove access from the former POC should be submitted at the same time as the request to add the new POC.

Field offices must still abide by the limit for the number of users described above even when submitting subsequent requests. For example, if a staff member is no longer the Point of Contact (POC) for a MTW Expansion PHA and someone else has taken over that role, a request needs to be made to make the former POC inactive and add access to the new POC.

Preparing and Submitting an Access Request

To request users be added, reactivated, or removed, the PIH Director must complete the follow steps.

1. Obtain the system user access request document for the correct user type.
 - [HUD PIH field office user](#)
 - [HUD HQ program office user](#)
2. Enter information in the Excel file using the following information. The cells that must be completed a minimum are highlighted in yellow until they are filled in, at which point the yellow shading will disappear. Because the user request file could change as the system continues to be developed, please download a new copy each time a request is made. **Do not include users that should remain in the system with no changes.**
 - Field Office Name – choose the name of the field office from the drop-down list in the cell.

- Request Date – the date the request is being completed.
 - Employee Name – the name of each staff person that access is being requested for or each user that needs to be removed.
 - Email Address – the email address for each staff person listed.
 - Add, Reactivate, or Remove User – select from the drop-down box if the staff person is being added, you know that they previously had access and need to be reactivated, or need to be removed from the HIP MTW Supplement module.
3. Once the file is complete, the PIH Director (or the PIH Director must be copied if sent by another staff person) must prepare a new email message containing the completed Excel file **and** a list of dates within a week of the email that the user(s) that need to be added to the system will be working – this does not apply to removing access. *This is so that we know that the user(s) can verify they can access the system. Since HIP uses Single Sign On (SSO) the users do not need to establish a password, but they should ensure they have followed the instructions in the [Required Setup – Navigating to the MTW Supplement Module](#) to make sure they can access the MTW Supplement module.*
4. Send the email to PIH_HIP@hud.gov with the field office name and the words “HUD user access request” in the subject line (e.g., Baltimore HUD user access request). **Failure to send both items mentioned in step 3 will delay processing of the request.**

Agreeing to the HUD Rules of Behavior

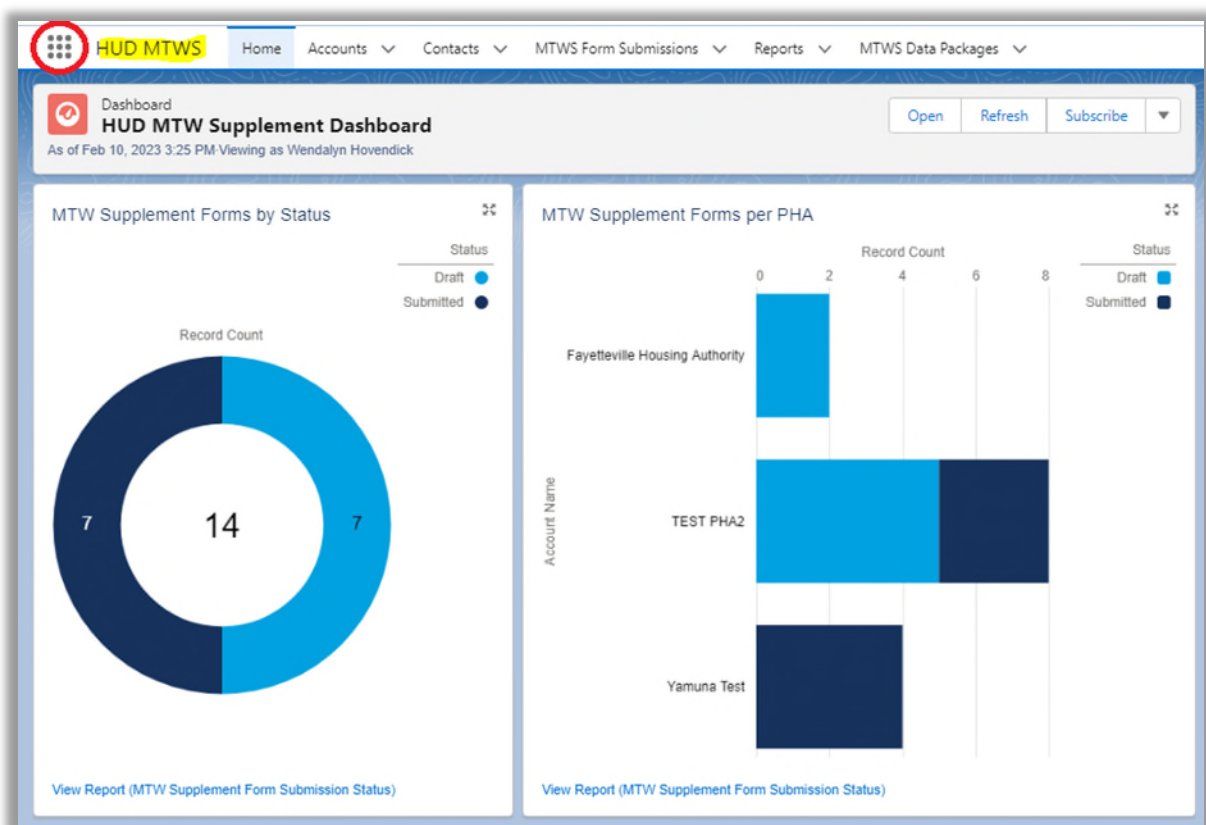
All users must agree to the HUD Rules of Behavior (HUD RoB) before they are granted access to this system. This statement is included in the user access request document for this system and is also included in HUD’s annual mandatory training. If you have not previously agreed to the HUD RoB, please let your PIH Director know so that the MTW office can be notified, and user access can be removed.

Setting Up Your User Account

Once a user is granted access, they will receive an email from PIH_HIP@hud.gov with a subject line that contains the words HIP access. The email will also contain information on resources for how to use the system. Since HIP uses Single Sign On, users will not need to setup a password for HIP.

Required Setup - Navigating to the MTW Supplement Module

The first time you login to HIP, if you do not see the HUD MTWS app, denoted by the label HUD MTWS in the upper left-hand corner, you will need to navigate it to view MTW Supplement forms. It will also be the default app for subsequent logins if you do not change to another app. Apps are the different modules that are built in HIP.

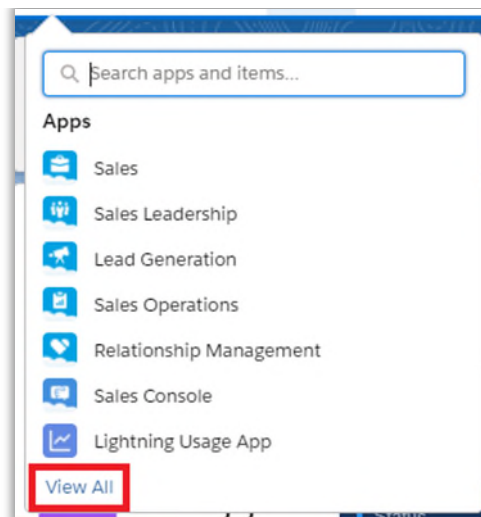


The instructions below assume that this is the first time you've logged into the system or need to know how to navigate back to the HUD MTWS app.

1. In a web browser other than Internet Explorer, go to <https://hud.my.salesforce.com/>. Since HIP utilizes Single Sign On, you will not need a username and password. You can find the Single Sign On instructions on the [HIP Training page](#).
2. From the HIP main screen, in the upper left-hand corner find the app launcher button (it has nine dots in the shape of a square) to the left of the words "Housing Informatio..." and click on it. *If you hover your mouse over the dots, it may say App Launcher.*

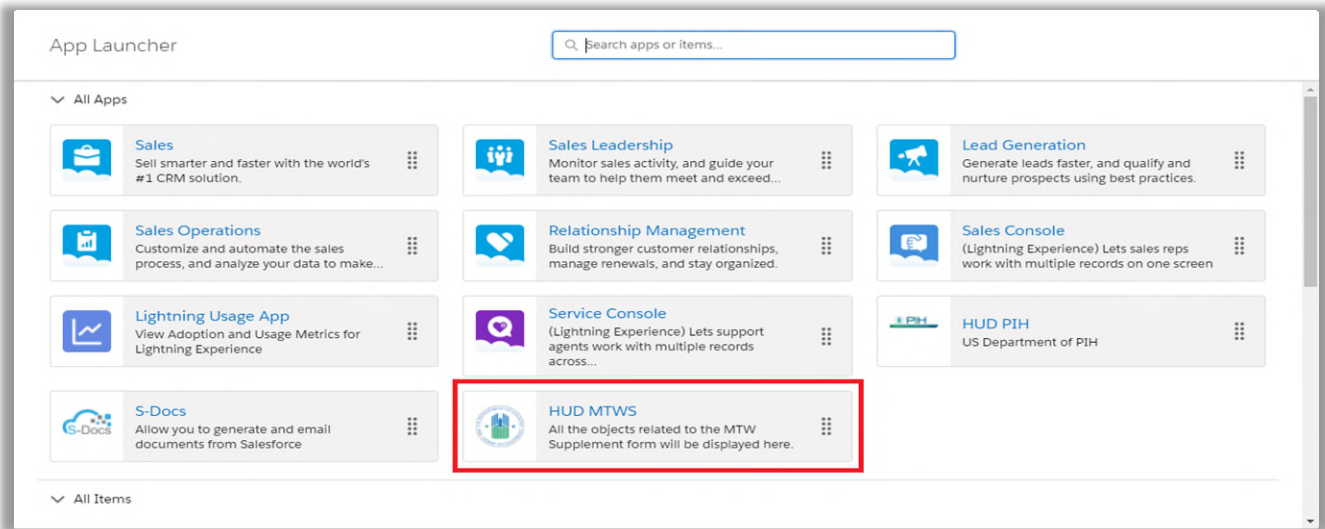


3. A list of apps will be displayed. Click on the View All link at the bottom of the list. *Note that the apps you see listed in the screen print below may or may not appear in what you see due to the permissions you have assigned.*

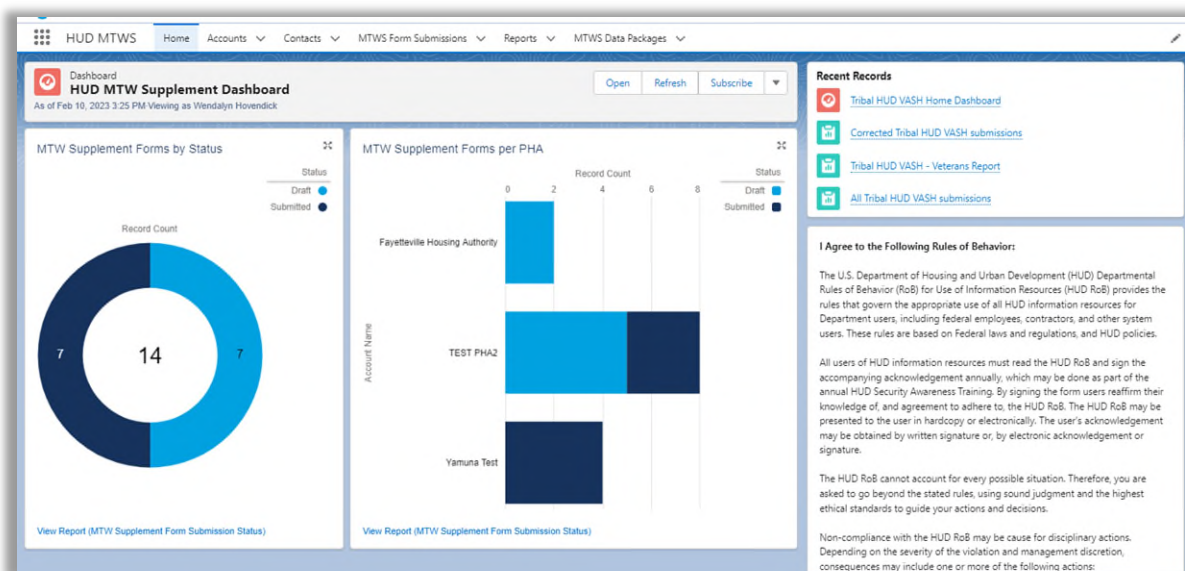


4. The App Launcher will open. Find the HUD MTWS tile under the All Apps heading and click on it.

Note: If you do not see the HUD MTWS tile, in the search text box at the top enter MTWS and as you type, it will search and display it. When you see it appear under the All Apps heading, click on it. *Note that the apps you see listed in the screen print below may or may not appear in what you see due to the permissions you have assigned. App icons may also change over time as the system evolves.*



- The page will refresh after a few seconds, and you will be taken to the MTW Supplement landing page.



At this point, you can use the “How to Use the MTW Supplement Module” knowledge article on the [HIP Training page](#) to get information on how to do various tasks in the system, or logout using the icon in the upper right-hand corner of the page.

Technical Assistance

If a HUD user requires assistance in addition to what is provided in this document or the known issues list on the [HIP Training page](#), they should contact the REAC Technical Assistance Center (TAC) using the information below.

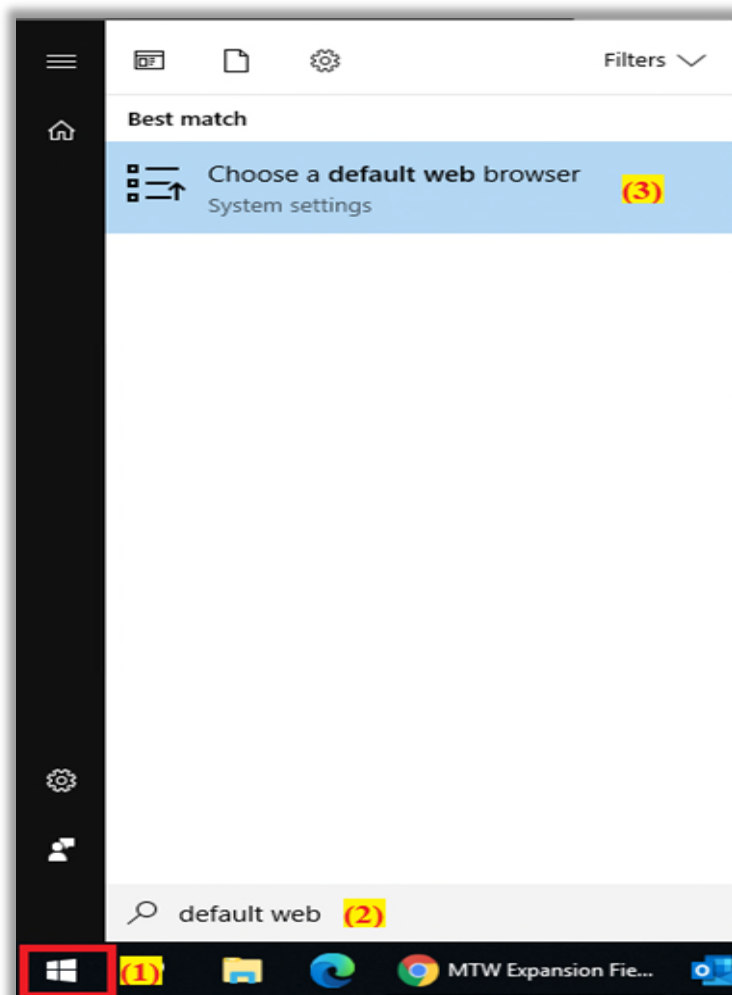
- By phone: 888-245-4860, option 9 **OR** by email: REAC_TAC@hud.gov
- When requesting assistance, state that it is for the **HIP MTW Supplement module**. **Do not mention Salesforce.**
- If calling, ensure you get the name of who you are talking to in case you have an issue getting assistance. This will allow someone to get that information from you and follow up with the REAC TAC.
- When emailing the REAC TAC, at a minimum you must include the following. This information will help us know exactly what the issue is and replicate it, if needed.
 - Include “HIP MTW Supplement module” in the subject line. You can include other text, but the body of the message is what should provide the actual details of the issue.
 - Include your name and PHA code. *Assistance requests are connected to both the user and PHA.*
 - For issues with your password, state whether you are having issues setting up your initial password (e.g., did you click on the link in the email you received within the required 24 hours) or if you are trying to reset your existing password.
 - What action were you trying to do in the system?
 - What steps you took right before the issue occurred?
 - Error message, if there was one, and screen print(s) documenting what you saw that is contrary to what you should be seeing per the instructions provided in this document or the “How to Use the MTW Supplement Module” knowledge article on the [HIP Training page](#).

Appendix: Checking your Default Web Browser

As mentioned earlier in this document, you must use a web browser other than Internet Explorer (IE) to perform all actions in the HIP MTW Supplement module. Google Chrome, Microsoft Edge (current version, not legacy), and Safari are known to work. Furthermore, your default browser is what is used to open clicks that you click on in documents and emails. So, if you use IE for any account related emails or to login to the system, the process will fail.

If you are unsure which browser is setup in Windows as your default, follow steps 1 and 2 below. If you would like to change your default browser (e.g., if you find that the default is currently Internet Explorer), follow all four steps. You aren't required to change your default browser, but if you don't it will be imperative that you always keep in mind which browser is your default.

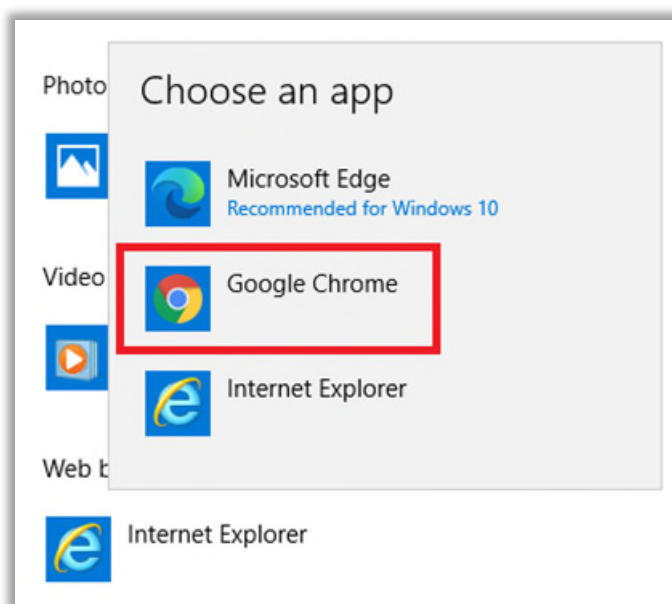
1. Click on the Start menu (1) and without navigating to anything type "default web" (2). You will see a search result that says, "Choose a default web browser" (3), click on it to open it.



2. In the window that opens, look for the heading that says “Web browser”. This will show you what your current default is. *If it already says Google Chrome, Microsoft Edge, or another supported browser, you can stop here.*

To change your default browser:

3. Click on where it states the current default and it will expand. Under the words “Choose an app” select Google Chrome or Microsoft Edge (current version, not legacy). *You could also choose another non-IE browser that is supported such as Safari.*



4. You will now see your new selection under the “Web browser” heading. You can close the window. From now on, any links you click on in your email program or other programs will open in the newly chosen default.